

Assistance with funeral and burial expenses and the provision of gravemarkers in cases where the estate's assets are insufficient or death is related to military service or a pensioned condition

Trust or benevolent funds for needy veterans and dependants

Assistance to needy Canadian veterans overseas

Commemoration and remembrance

#### Foreign Countries

Foreign Countries Operations Unit is responsible for the provision of benefits available to eligible Canadian veterans and their dependants who reside or vacation outside of Canada.

Telephone Number ..... (613) 996-2242

## Other Publications

Veterans Affairs Canada has produced separate publications on some of the services and benefits described in this pamphlet, as well as a selection of booklets on the sacrifices and accomplishments of Canadians in wartime. To obtain copies or for more information, contact the nearest Veterans Affairs Canada District Office.

Telephone numbers for Veterans Affairs Canada (VAC) Regional and District Offices and Bureau of Pensions Advocates (BPA) Offices

## Atlantic Region

#### Regional Office Dartmouth

(902) 426-6448 (local)  
1-800-565-1528 (N.S., N.B., & P.E.I.)  
1-800-757-6308 (TTY/TDD)

#### Newfoundland Sub-regional Office

St. John's  
(709) 772-4965 (local)  
1-800-563-9623

#### VAC District Offices:

Campbellton ..... (506) 789-4700  
1-800-350-7955  
Charlottetown ..... (902) 566-8677  
1-800-565-2422  
Corner Brook ..... (709) 637-4377  
1-800-563-4254  
Halifax ..... (902) 426-7931  
1-800-565-0197  
Saint John ..... (506) 636-4815  
1-800-349-9788  
St. John's ..... (709) 772-4965  
Sydney ..... (902) 564-7028  
1-800-565-7028

#### BPA Offices:

Charlottetown ..... (902) 566-8687  
Halifax ..... (902) 426-7400  
Saint John ..... (506) 636-4994  
St. John's ..... (709) 772-4886

## Quebec Region

#### Regional Office Montréal

(514) 496-2211 (local)  
1-800-361-6867  
1-800-361-6868

#### VAC District Offices:

Gatineau ..... 1-800-567-1274  
Montréal ..... 1-800-361-7705  
Sainte-Foy ..... 1-800-463-2140  
Sherbrooke ..... 1-800-567-7324

#### BPA Offices:

Montréal ..... (514) 496-1245  
Sainte-Foy ..... (418) 648-3091

## Ontario Region

#### Regional Office Kirkland Lake

(705) 568-4000 (local)  
1-800-387-0930 (area code 807)  
1-800-387-0919 (area codes 416 519, 613, 705, 905)

#### VAC District Offices:

Brampton ..... (905) 451-4630  
Hamilton ..... (905) 572-2531  
Kingston ..... (613) 545-8111  
London ..... (519) 686-7975  
North Bay ..... (705) 495-5900  
Ottawa ..... (613) 998-9460  
Peterborough ..... (705) 750-4850  
Thunder Bay ..... (807) 345-7552  
Toronto ..... (416) 973-3971  
Windsor ..... (519) 257-6660

#### VAC Service Centres:

Mississauga ..... (905) 803-2672  
Scarborough ..... (416) 973-6801  
Sunnybrook ..... (416) 480-4879

#### BPA Offices:

Hamilton ..... (905) 572-2541  
London ..... (519) 645-4390  
Ottawa ..... (613) 998-8801  
Toronto ..... (416) 973-9348

## Prairie Region

#### Regional Office Winnipeg

(204) 983-7040 (local)  
1-800-665-8717

#### VAC District Offices:

Calgary ..... (403) 292-4048  
Edmonton ..... (403) 495-3762  
Manitoba  
Brandon ..... (204) 726-7532  
Dauphin ..... (204) 638-8883  
Winnipeg ..... (204) 983-2860  
Regina ..... (306) 780-5240  
Saskatoon ..... (306) 975-4975  
\* Services in French ..... (306) 975-4511

#### BPA Offices:

Calgary ..... (403) 292-4816  
Edmonton ..... (403) 495-3750  
Regina ..... (306) 780-6819  
Winnipeg ..... (204) 983-5598

## Pacific Region

#### Regional Office Vancouver

(604) 666-7942 (local)  
1-800-663-1931 (outside Vancouver)  
1-800-663-0239 (Yukon)  
1-800-253-1980 (Services in French)

#### VAC District Offices:

Penticton ..... (604) 490-9494  
1-800-265-9449  
Prince George ..... (604) 561-5296  
1-800-293-4336  
Vancouver ..... (604) 666-3776  
1-800-663-1931  
Victoria ..... (604) 363-3836  
1-800-789-8299

#### BPA Offices:

Penticton ..... (604) 492-7696  
Vancouver ..... (604) 666-0937  
Victoria ..... (604) 363-3691

Information provided in this pamphlet is also available on audio cassette.

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Canada

CAI  
VA  
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Government of Canada  
Veterans Affairs  
Gouvernement du Canada  
Anciens Combattants

VETERANS

Services

AND

Benefits

AFFAIRS



## Introduction

In recognition of the sacrifices made by Canadians in this nation's war and peace-keeping efforts, Canada offers a wide range of services and benefits to qualified veterans and certain civilians, as well as to their dependants or survivors. Veterans Affairs Canada provides disability pensions, economic support allowances, and additional benefits in the areas of health care, funeral and burial assistance and commemoration, among others, designed to meet the changing needs of veterans.

Two organizations are involved in the provision of veterans' benefits:

Veterans Affairs Canada offers personalized counselling on available services and benefits, including explanations of eligibility criteria, needs assessment, advocacy, health and safety education, case management and coordination. The Department also helps people prepare applications for benefits, rules on their eligibility and delivers benefits to those who qualify.

Within the Department, the Bureau of Pensions Advocates provides free legal assistance in the form of counselling, case preparation and representation for appeals.

The Veterans Review and Appeal Board is an independent tribunal that hears appeals, at two levels, on disability pension applications that receive unfavourable decisions at the departmental level. It is also the final level of appeal on all allowance decisions.

The following is a short description of services and benefits provided by Veterans Affairs.

## Disability Pensions

Pensions are awarded to current and former members of Canada's Armed Forces or their survivors, for disability or death related to wartime and peacetime military service. Civilians who served in close support of the Armed Forces during wartime or their survivors may also qualify. Veterans and certain civilians who were prisoners of war, who avoided capture by the enemy or who escaped may receive compensation. Veterans of Allied Forces may also be entitled to pensions and compensation if they lived in Canada prior to their service in the First or Second World War.

Additional benefits may be awarded if the veteran has a spouse or dependants, or both.

### Survivors' Pensions

Generally, for one year following the death of a disability pensioner, the surviving spouse receives the same monthly amount the pensioner had received (at the married rate of pension). After that, the surviving spouse continues to receive a pension but the amount is adjusted to a single rate. Dependent children may also be eligible for benefits.

### Special Awards

Disability pensioners who are severely disabled may qualify for an Attendance Allowance or an Exceptional Incapacity Allowance in addition to their pension if they meet eligibility requirements.

Disability pensioners who must wear special devices or specially-made clothing, or whose pensioned condition causes wear and tear on clothing, may receive a Clothing Allowance.

### How to Apply

Applications for disability pensions and related benefits can be made in person at the nearest Veterans Affairs Canada District Office. Departmental staff will assist with preparation and submission of applications. Assistance is also available at no cost from veterans' organizations, or applicants may engage the services of a lawyer at their own expense.

### Reviews and Appeals

Applicants who are dissatisfied with a ruling made by Veterans Affairs Canada concerning a disability pension and who have new evidence, may ask the Department to review its decision.

Applicants also have the option of requesting that their case be heard by a review panel of the Veterans Review and Appeal Board. At this level, hearings are held across the country on questions of an applicant's right to a disability pension or the amount of pension. If the decision of the review panel is still unsatisfactory to applicants, cases can be heard by an appeal panel of the Board.

The Bureau of Pensions Advocates provides free legal assistance to applicants throughout the review and appeal process before the Board. The Bureau's Head Office is located in Charlottetown, P.E.I. where lawyers provide assistance at appeal panels. Bureau lawyers working in 17 District Offices located in major centres across Canada assist with review panels.

## Allowances

Veterans and certain civilians who meet income, service, age or health, and residency requirements may be eligible to receive an allowance and related benefits. Allied veterans of the First or Second World War may also be eligible to receive benefits if they were domiciled in Canada when they joined the Armed Forces.

Allowances are paid at single, married or orphan rates. An additional amount may be paid for dependent children.

### Survivors' Allowances

Widows, widowers and orphans of qualified veterans and civilians may also be eligible for an allowance.

Following the death of an allowance recipient, the surviving spouse receives payment at the married rate for one year. After that, the spouse may qualify for the single rate of allowance.

### Assistance Fund

When funding is not available from other sources, allowance recipients may receive financial help for emergencies such as shelter and health care.

### How to Apply

For information on allowances, contact the nearest Veterans Affairs Canada Regional Office. For information on the Assistance Fund, contact the nearest Veterans Affairs Canada District Office.

### Reviews and Appeals

Applicants who are dissatisfied with a departmental decision concerning an

allowance may ask to have their case reviewed by the Department.

Applicants still dissatisfied with decisions on allowances may appeal to the Veterans Review and Appeal Board. Lawyers from the Bureau of Pensions Advocates provide free counselling and representation. The Board is the final level of authority on allowance matters.

## Health Care

### Veterans Independence Program (VIP)

The goal of this program is to help eligible veterans and certain civilians remain healthy and independent in their own homes or communities.

Under VIP, the Department pays for services such as grounds maintenance, housekeeping, meals-on-wheels, personal care, care by health professionals, transportation for social activities and nursing home care.

### Treatment Benefits

Treatment benefits may include medical, surgical and dental care, prosthetic devices, home adaptations, supplementary benefits such as travel costs for examinations or treatment, and other community health care services and benefits. Palliative and respite care may also be provided.

Income-qualified veterans and certain civilians may be eligible for treatment benefits not provided under a provincial health insurance plan. Disability pensioners receive treatment for their pensioned condition.

### Long-term Care

Long-term care is provided in departmental or community facilities for eligible veterans and certain civilians.

### How to Apply

For information on health care services and benefits, contact the nearest Veterans Affairs Canada District Office.

### Appeals

Applicants dissatisfied with a decision concerning an application for health care benefits may appeal in writing to the Department.

## Information & Advice

Regional and District Office staff provide information and advice about Veterans Affairs services and benefits as well as community and other programs. Counsellors and health professionals help meet the needs of eligible veterans and certain civilians using both departmental and community programs.

## Other Programs & Activities

In addition to the services and benefits described above, help may also be available in the following areas.